

Virginia Information Technologies Agency (136)

Human Resource Management

HR1

EMPLOYEE ATTRACTION & RETENTION

Rating: Meets Expectations

Explanatory Note

Agency monitors, analyzes and reports turnover, conducts exits interviews, and utilizes recruiting and retention tools. The agency overall turnover rate for FY 08 thus far is 3.1 percent, well below the Commonwealth average. Positions are filled on a timely basis with qualified candidates. The average number of days positions remained vacant for this quarter was 52. However, in this quarter, VITA and other state agencies stopped their recruitment processes midstream to reauthorize recruitments due to the Governor's hiring restriction directive. The impact of this action added an average of 10 days per affected position. Had this not occurred, VITA would have been well within the 50 day time to fill goal. We anticipate that the evaluation criteria will be achieved in the upcoming quarters of FY08.

HR2

FAIRNESS & DIVERSITY

Rating: Meets Expectations

Explanatory Note

Workforce is diverse and policies are consistently applied. Workforce demographics are regularly monitored and strategies have been implemented to support increasing levels of diversity within the workforce. Policies are consistently applied and there were no Equal Employment Opportunity (EEO) issues this quarter. Agency position in employee grievances upheld 100% of the time. HuRMan and internal database software is used for analysis and is fully compliant with state and federal laws.

HR3

EMPLOYEE PERFORMANCE MANAGEMENT

Rating: Meets Expectations

Explanatory Note

All employees, including wage employees, have received their performance evaluations. Employees are encouraged to provide feedback on their annual accomplishments prior to completion of the performance evaluation. VITA has a highly productive workforce attributable to effective performance management. Unacceptable behavior is addressed. Extraordinary contributors are recognized. A comprehensive Recognition Program containing elements that allow for acknowledgement by peers, supervisors, and executive leadership has been implemented. SPOT Awards, Team Awards, and Agency Star Awards are examples of programs used to recognize high performers. A percentage of the agency's budget is allocated for employee recognition each fiscal year.

HR4

TRAINING & DEVELOPMENT

Rating: Meets Expectations

Explanatory Note

181 or approximately 45% of employees have taken courses through the agency's Learning Management System (LMS) during the first quarter of FY 08. VITA's IT Investment Board (ITIB) has set a priority for promoting employee development and job satisfaction through training and other programs. New LMS programs have been purchased for use in this fiscal year. Succession planning is part of VITA's workforce plan. Retirement eligibility data is analyzed and employee personal development plans are reviewed to assist with future planning needs.

HR5

HEALTH & SAFETY

Rating: Progress Toward Expectations

Explanatory Note

Potential hazards are identified and corrected and loss data is analyzed. VITA has had one approved Workers' Compensation claim for medical payments, with no time loss. All reports are being issued and, where required, posted publicly. Second quarter events planned include a blood drive and CPR training this quarter, with 14 employees planned to participate in these initiatives. VITA's move to the Chesterfield Enterprise Solutions in late July has eliminated participation in downtown Richmond events. Efforts are underway to re-establish CommonHealth participation. Promotion of web-based programs with employees will improve system records indicating that VITA has only a 1% participation rate in Healthy Virginians for the first quarter. We are exploring alternatives to making sure that employee participation in all Commonhealth activities is accurately recorded. Also, additional communication efforts have been initiated to assist with increasing participation.

Government Procurement

GP1

eVA USAGE

Rating: Meets Expectations

[Explanatory Note](#)

VITA's eVA usage meets all defined expectations

GP2

VIRGINIA PARTNERS IN PROCUREMENT CONTRACT USAGE

Rating: Meets Expectations

[Explanatory Note](#)

Total spending for the the first quarter 08 represented 99.6% of total eligible spending.

GP3

SMALL, WOMEN, & MINORITY VENDOR PARTICIPATION

Rating: Meets Expectations

[Explanatory Note](#)

SWAM spending includes subcontractor reporting and conforms with recent DMBE revisions and updates to DMBE certified providers.

Financial Management

FM1

BUDGET PLAN

Rating: Meets Expectations

[Explanatory Note](#)

VITA's current year (FY 2008) budget – developed using an improved budget system that integrates with the financial applications – evidences increased collaboration between agency managers and budget staff. Reports on budgets vs. actuals are produced and monitored monthly. All statutory and adhoc requirements are met. The state budget agency has used VITA budgeting staff to evaluate proposed new systems and to assess the impact of IT-related reductions required by the Governor.

FM2

INTERNAL CONTROLS

Rating: Meets Expectations

[Explanatory Note](#)

Phase I ARMICs results have been certified and confirmed VITA's accounting controls are adequate. Work on Phase II is in progress.

FM3

APA AUDITS

Rating: Meets Expectations

[Explanatory Note](#)

APA audit actions plans have been developed and are monitored in the Finance and Audit committee of the ITIB routinely on a quarterly basis.

FM4

PROMPT PAY

Rating: Meets Expectations

Explanatory Note

VITA's monthly results for the first quarter reflect 99% of all payments are in compliance, representing 94% of total dollars.

FM5

DISBURSEMENT POLICIES

Rating: Meets Expectations

Explanatory Note

VITA adheres to statewide disbursement policies governing the use of state funds. Work on Phase I ARMICS has begun.

IT/Enterprise Architecture Initiatives

TC1

IT PLANNING

Rating: Meets Expectations

Explanatory Note

The IT plan is directly allied to the agency strategic plan and addresses compliance with all noted requirements. In addition to the Commonwealth's ongoing IT Infrastructure Transformation Program, for FY08 VITA's IT strategic plan included internal initiatives composed of one major project and two nonmajor projects, and ten nonmajor procurements.

TC2

Enterprise Collaboration & Improvement

Rating: Meets Expectations

Explanatory Note

Through use of the Commonwealth's Enterprise Business Architecture (<http://www.vita.virginia.gov/eba/library/>) VITA assists agencies in identifying common business functions that may be candidates for interagency collaborations. During FY's 2007 and 08 VITA has also been an active participant in the Virginia Enterprise Application Program and collaborated in the Governor's Business One-Stop, records management, Aging "No Wrong Door", and others.

Performance Management

PM1

Strategic Planning

Rating: Meets Expectations

Explanatory Note

As part of the 2008-2010 planning/budgeting cycle, VITA has updated its agency strategic plan, via Virginia Performs to 1) reflect the priorities of the administration as provided to agencies on 12/27/06; and, 2) change existing service areas, objectives and performance measures to reflect the myriad of changes that have occurred in the agency since the beginning of FY 07.

PM2

COMMUNICATES AGENCY MANAGEMENT PERFORMANCE

Rating: Meets Expectations

Explanatory Note

Public communication of agency management performance is complete and timely. Public reporting is provided on the agency's Web site in a variety of areas and on a dashboard. Communication of agency management performance covers all required categories and meets due dates established for

reports to the Information Technology Investment Board, Governor and General Assembly, Secretary of Technology, Department of Planning and Budget, etc. Reports are accurate and timely.

PM3

ACTS TO CORRECT & ENHANCE AGENCY PERFORMANCE

Rating: Meets Expectations

[Explanatory Note](#)

For any deficiencies noted as a result of routine or special audits, (whether conducted externally or internally), independent verification and validation (IV&V) major project reviews, or other similar reviews/evaluations, the agency develops a formal corrective action plan and reports on actions/results to the IT Investment Board at each of its quarterly meetings (see <http://www.vita.virginia.gov/ITIB/default.aspx?id=677>).

PM4

CONTINUITY OF OPERATIONS

Rating: Meets Expectations

[Explanatory Note](#)

VITA has an identified COOP planning process, a written COOP plan, a documented annual update cycle with an annual COOP training and exercise effort with SunGard in Philadelphia. VITA is updating the plan to more completely include customer agency IT Disaster Recovery needs for completing their COOP plans. VITA is also developing a Pandemic Plan.

Environmental & Historic Resource Stewardship

RS1

RESOURCE STEWARDSHIP

Rating: Meets Expectations

[Explanatory Note](#)

VITA continues to focus on energy practices, telework and mass transit promotions